

Annex C

**Arden, Herefordshire and Worcestershire Area Team
Patient Participation Enhanced Service 2014/15 – Reporting Template**

Practice Name: Maple View Medical Practice

Practice Code: M81089

Signed on behalf of practice: Judy Langford Date: 30/03/2015

Signed on behalf of PPG: _____ Date: _____

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES																																					
Method of engagement with PPG: Face to face, Email, Other (please specify) Face to Face quarterly meetings																																					
Number of members of PPG: 6																																					
<p>Detail the gender mix of practice population and PPG:</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:20%;">%</th> <th style="width:40%;">Male</th> <th style="width:40%;">Female</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>3045 = 49.4%</td> <td>3111 = 50.5%</td> </tr> <tr> <td>PPG</td> <td>5 = 0.1642%</td> <td>1 = .03214%</td> </tr> </tbody> </table>	%	Male	Female	Practice	3045 = 49.4%	3111 = 50.5%	PPG	5 = 0.1642%	1 = .03214%	<p>Detail of age mix of practice population and PPG:</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:8%;">%</th> <th style="width:10%;"><16</th> <th style="width:10%;">17-24</th> <th style="width:10%;">25-34</th> <th style="width:10%;">35-44</th> <th style="width:10%;">45-54</th> <th style="width:10%;">55-64</th> <th style="width:10%;">65-74</th> <th style="width:10%;">> 75</th> </tr> </thead> <tbody> <tr> <td>Practice</td> <td>1224 = 19.8%</td> <td>550 = 9.9%</td> <td>1001 = 16.2%</td> <td>822 = 13.3%</td> <td>731 = 11.8%</td> <td>925 = 15%</td> <td>559 = 9%</td> <td>344 = 5.5%</td> </tr> <tr> <td>PPG</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>1 = .1368%</td> <td>3 = .324%</td> <td>2 = .358%</td> <td>0</td> </tr> </tbody> </table>	%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75	Practice	1224 = 19.8%	550 = 9.9%	1001 = 16.2%	822 = 13.3%	731 = 11.8%	925 = 15%	559 = 9%	344 = 5.5%	PPG	0	0	0	0	1 = .1368%	3 = .324%	2 = .358%	0
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Detail the ethnic background of your practice population and PPG: **The practice has only recently introduced the recording of ethnicity so is unable to supply these figures**

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice								
PPG	6							

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice										
PPG										

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

The PPG is open to everyone. There is a poster in the waiting room and it is on the practice website.

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Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? **NO**

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Patient suggestion box has been introduced into the waiting room
Family and Friends Test survey has been introduced
The PPG is an important source of feedback

How frequently were these reviewed with the PRG?
These were reviewed quarterly at the PPG meetings

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3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area: To improve communication and customer service in front of house staff</p>
<p>What actions were taken to address the priority? Staff were given communication skills and conflict resolution training Uniforms have been ordered and name badges implemented</p>
<p>Result of actions and impact on patients and carers (including how publicised): Improved customer service Feedback to patients via the website and quarterly newsletter</p>

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Priority area 2
<p>Description of priority area: To improve communication of practice development</p>
<p>What actions were taken to address the priority? A display board of key clinical workers and partners is being created Quarterly newsletter Website information</p>
<p>Result of actions and impact on patients and carers (including how publicised): Display board to give patients an overview of areas of expertise and services available Patient education to improve expectations To help patients to be directed to the most appropriate person</p>

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Priority area 3
<p>Description of priority area: Access – appointments and continuity of care</p>
<p>What actions were taken to address the priority? Two salaried GP's have been appointed Two new practice nurses have been appointed giving a broader skill mix The practice has a new phlebotomist Telephone appointments for Dr's and Nurse have been introduced Urgent same-day GP telephone call backs have been introduced More out-of-hours appointments have been introduced with 2 GP's, HCA and Nurse</p>
<p>Result of actions and impact on patients and carers (including how publicised): Anyone who feels that they need to speak to a GP urgently will receive a telephone call-back for assessment There are more appointments available during the extended access and as telephone appointments There is a greater skill mix with the new clinical staff Newsletter and website</p>

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Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

The report which was done by the previous administration set the following priorities for action:

1. Review appointment availability – This has been done since the merger with St Stephen’s and a number of different appointment systems have been implemented including: same day urgent call back by GP, telephone appointments available with GP and nurse, extra out of hours appointments with GP, nurse and HCA. The appointment system continues to be under review.
2. Look at telephone system for possible use of text messages and local number to be operational in new building – the practice is now in the new building with a new telephone system. The use of text messages has been reviewed but is considered to be too risky to use at this stage due to the frequent changes in the use of mobile telephones and the information governance issues that this raises.
3. Improve awareness of Patient Participation Group – The practice has developed a website which advertises the PPG and there is also a quarterly newsletter.

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4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off:

Has the report been published on the practice website? YES

How has the practice engaged with the PPG: **Through quarterly meetings and via email**

How has the practice made efforts to engage with seldom heard groups in the practice population?

Through the introduction of a suggestion box in the waiting room. The Friends and Family Test and the PPG

Has the practice received patient and carer feedback from a variety of sources?

Yes, through the suggestion box, FFT and PPG

Was the PPG involved in the agreement of priority areas and the resulting action plan?

Yes

How has the service offered to patients and carers improved as a result of the implementation of the action plan?

More appointments and greater variety of access. Improved risk management in the implementation of urgent call-backs

Do you have any other comments about the PPG or practice in relation to this area of work?

The PPG is a good means of communication of concerns and positive feedback for areas where improvements can be seen.

Patient access through the availability of appointments continues to be a challenge to general practice nationally and will remain a priority for review by Maple View.